SOUND BYTES

Are You Ready for NextGen 9-1-1? We Are!

Today's PSAPs face a difficult situation in which citizen expectations for the 9-1-1 system have outstripped the ability of legacy systems to meet those expectations. Communication takes place using a wide range of devices that are wireless and/or mobile, and that support more than just voice. That's why NENA initiated planning for Next Generation 9-1-1 (NG9-1-1) in 2000…and it's why Audiolog is keeping pace to support that initiative.

The Audiolog public safety solution brings together functionality for voice and screen recording, quality assurance, analytics, scorecards, call taker training, and citizen surveys to create a flexible, easy-to-use, packaged offering. In addition to recording telephone and radio interactions, the Audiolog solution features:

- Multimedia Recording (voice, screen, and available call data like ANI/ALI)

- Quality Assurance to help ensure call taker proficiency

- Incident Reconstruction and Analytics for better investigative insights

- eLearning and Coaching to increase productivity and staff retention

- Performance Scorecards to allow staff to view personal performance in relation to agency goals

- Citizen Surveys for a proactive approach to building citizen confidence

Version 5 of Audiolog also offers Insight Center, (shown above) a powerful, browser-based interface for accessing Audiolog's tools and functionality. To learn more about putting Audiolog to work in your agency, or upgrading your current Audiolog as part of your NG9-1-1 efforts, contact us today!

Sound COMMUNICATIONS

Digital Recording Solutions for
Voice, Video & Data

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If you "LIKE" us on Facebook, we will enter you to win a $200 VISA gift card. Deadline is November 30th

f CONTEST

Want To Learn More About Your Audiolog?

SCI is pleased to announce a new monthly webinar series for 2012. This **FREE** series is for SCI customers only, and will be designed to refresh your memory on certain aspects of Audiolog as well as to introduce best practices and new features. Our schedule for the first half of 2012 is:

January: Audiolog Multi-Channel Player
Multi-Channel Player (MCPlayer) allows you to play back multiple sequenced and/or simultaneous recordings, regardless of which channel they were recorded on. MCPlayer is used primarily in public safety settings to reconstruct incidents with overlapping recordings. This session will cover tips and tricks for effectively using MCPlayer in your environment.

February: Audiolog Interaction Review
Audiolog Interaction Review (AIR) is an easy-to-use, browser-based interface used to search for, retrieve and play back call and/or screen recordings. It has been a standard part of the Audiolog suite since version 4.0, and was also included with many v3.3 systems. This session will show you how to get the most out of this application, which alleviates the need for installing player clients on individual workstations.

March: Audiolog Management Console Client
Audiolog Management Console Client (AMC Client) allows you to manage one or more Audiolog application(s) from your desktop PC. This includes creating users, updating integration tables, responding to alarms, and more. Learn how to maximize your time (and save trips to the server room) with the use of AMC Client.

April: Audiolog Security
There is little question that the security of your recordings is paramount. Yet you also need to be able to listen to and use the recordings for various purposes within your organization. This session will cover the Audiolog's security features. We will also talk about how to create user accounts that limit your vulnerability, while still allowing your people to do their jobs. (Note: AIQ Security will be covered in a later session.)

May: Insight Center
New in Audiolog version 5.0, we are happy to introduce Insight Center. This new browser-based playback interface is designed to support incident management at public safety organizations. See page one for a screen shot of this exciting new application, and join us to learn more about how it will benefit you.

June: What IT Should Know About Audiolog
During an Audiolog implementation, we review in detail how your Audiolog functions as a Windows server in your environment. Over time, some of these topics can be forgotten as IT personnel come and go. In this refresher, we will review important items like Windows Updates, anti-virus exclusions, use of remote access tools, Audiolog start-up/shut-down, and more.

Webinars will be held on the first Friday of each month at 2:00pm Eastern time. Each of these sessions will last about 45 minutes and allow ample time for questions and answers. To make sure we can give attention to each participant, attendance is limited to the first ten (10) registrants (but you are welcome to have multiple attendees in a conference room at your location). To register, suggest topics, or get more information, contact our Technical Training Coordinator Brian Hamilton, BHamilton@soundcommunications.com.

Security Division Expands Offerings

As a result of customer requests, our Security Division has developed some new partnerships in order to expand our product and service offerings. Read more about these new relationships below, and let us know if you see a product line that interests you!

Online Marketing

Since 1989, Online Marketing has specialized in products for the A/V integration, commercial installation, professional audio and similar markets in the Midwest. Their expertise is particularly helpful in engineering court recording systems that incorporate high-quality audio. Our partnership with Online Marketing gives us direct access to:

BIAMP SYSTEMS

TANNOY

audio-technica
always listening

SVC Marketing

SVC Marketing has been representing CCTV and access control manufacturers for more than 15 years, and has more than 25 years of experience in the security industry. Through this new relationship with SVC Marketing, we can engineer security solutions that include the following product lines:

American Dynamics
A Tyco International Company

VIDEOIQ

KANTECH
A Tyco International Company

NEW FACES...

Dave Stephens
Dave became part of our Security Division in July, where he serves as a Project Manager and Sales Engineer. He brings to his work more than 10 years of experience in designing and implementing onsite technology packages that include cameras, access control, A/V components and more. Dave lives in the Columbus suburb of Galloway with his wife and daughter, and can usually be found whitewater rafting or kayaking in his spare time.

Carl Cummings
Carl is the newest Systems Specialist in our Technical Support department, joining us in August, 2011. He is based in the Atlanta area, and will provide remote support to all our voice recording customers, as well as onsite support to our growing customer base in the South. Carl comes to us from Clear Voice Networks, where he also installed and maintained Audiolog systems. He and his wife live in Grayson, GA with their grandsons Matthew and Brian, and their Golden Retriever, Colt.

David Deuschle
David is a Newark, Ohio native who joined SCI as an Account Manager in July. His focus is fitting our solutions to customers' needs, especially in the eastern part of Ohio. David's family includes his wife Linda, three sons, one dog, one cat and thirteen cows. In his spare time, he particularly enjoys watching his son play college baseball in Tennessee.

Mark Hensley
As our newest Account Manager, Mark Hensley brings more than 30 years of experience in the security industry to his work with our customers. A native of Columbus, Ohio, Mark and his wife Sandy have two children and are expecting their first grandchild. In his spare time, Mark enjoys motorcycling, football, baseball, and church activities.

SCI Volleyball Tournament

This summer, Sound Communication's employees participated in a grueling, but fun, volleyball tournament. "In Yo Face", led by Captain Darin Cooper went undefeated. "Deuce's Wild", led by Captain Darren Myers looks forward to their rematch next summer. Fun was had by all!

CHAMPIONS
Summer 2011
Deuce's Wild

V

CHAMPIONS
Summer 2011
In Yo Face

Sound
COMMUNICATIONS
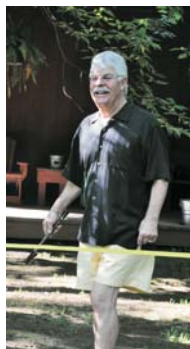
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